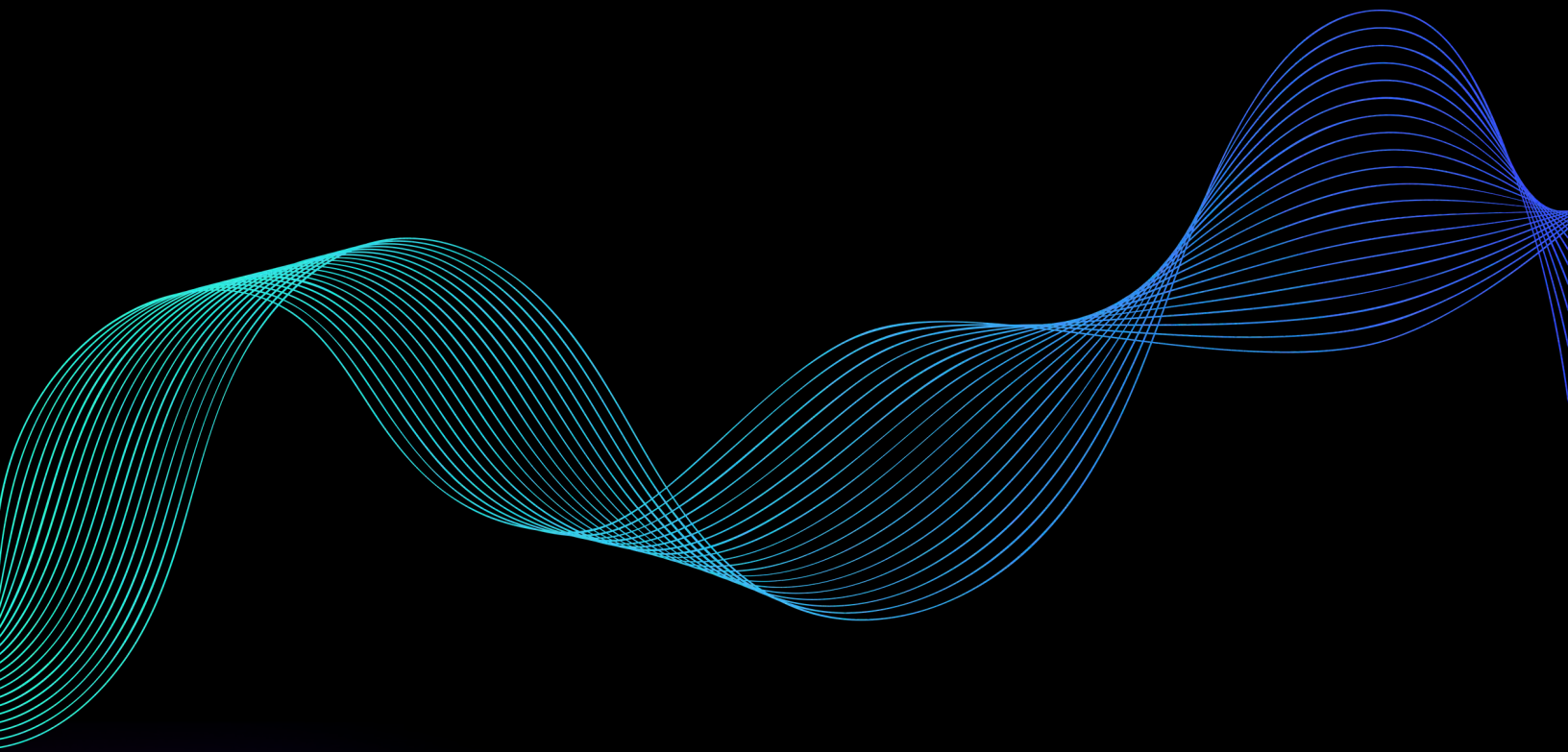




HubStar Hub Service Definition



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About HubStar

HubStar Systems Limited (company number 08853435) is a leading provider of hybrid workplace solutions that empower public sector organisations to transition from traditional to dynamic workplace management. As a privately held company founded in 2014 and headquartered in London, HubStar helps thousands of teams in over 60 countries create dynamic workplaces across diverse industries.

The challenges facing workplace leaders have fundamentally shifted. Tools and approaches built to handle relatively static work patterns and places – when policies, office layouts and seating assignments seldom changed – are no longer able to cope with today's dynamic attendance patterns, fast-paced changes to hybrid policies, nor data-driven decisions around the allocation and design of space.

This presents workplace leaders with a unique challenge: how to increase purposeful presence without compromising autonomy; how to manage the amount and type of space required to elicit people's best work while reducing waste; and how to measure and optimise the return on investment in employee workplace experience.

That's why HubStar exists: to boost purposeful presence by empowering everyone to make better decisions that optimise their personal productivity and their team's ability to collaborate; to measure, predict and influence hybrid occupancy using advanced AI algorithms that transform data accuracy and actionability; and to ultimately increase workplace value by optimising portfolios and adapting space designs, amenities, events, policies and more.

HubStar can unlock the potential in Smarter Working programmes by:

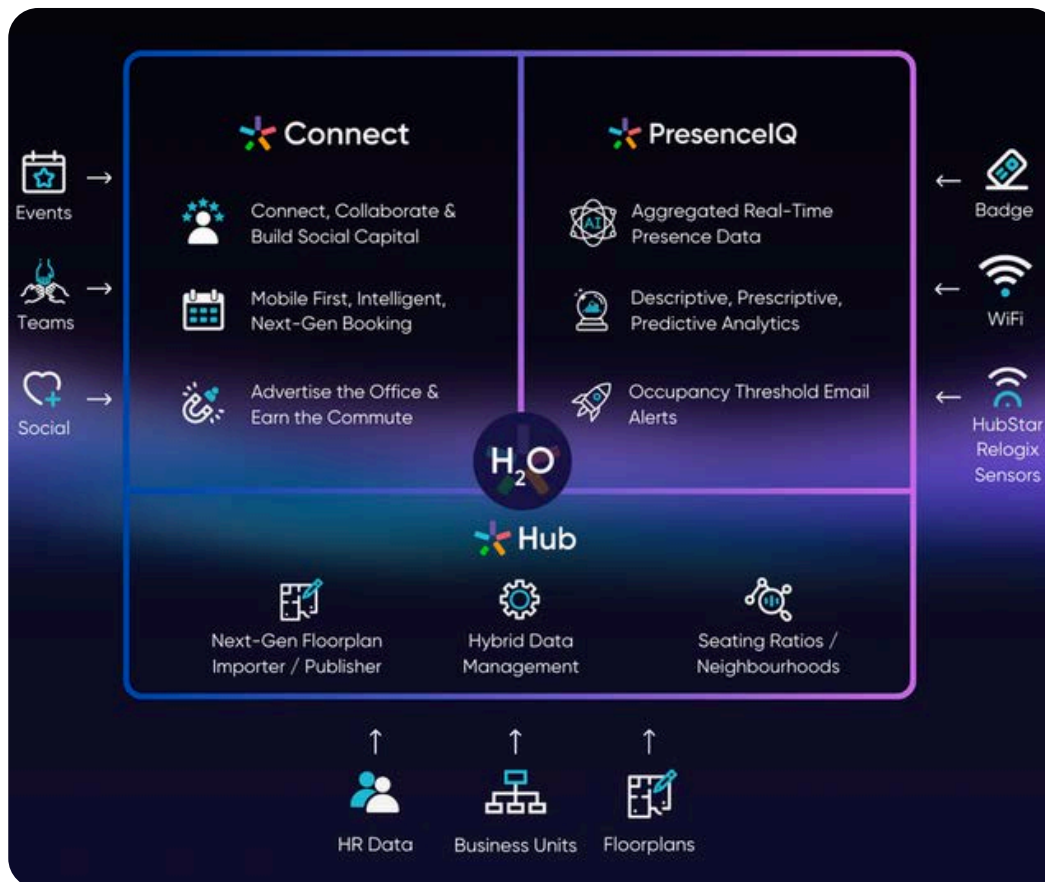
- Providing a platform designed to support on-site collaboration across organisations, directorates and teams.
- Delivering significant cost savings and progress towards net zero through reducing surplus admin office space.
- Achieving the hybrid workplace dividend through getting the right balance between on site and off site working.



We believe that our patented technology can deliver the Smarter Working objectives, to improve on-site collaboration and productivity whilst optimising the cost and carbon footprint of the property portfolio.

HubStar H2O – Platform Overview

Unlock the potential in your Hybrid Workplace with HubStar H2O:



HubStar Hub

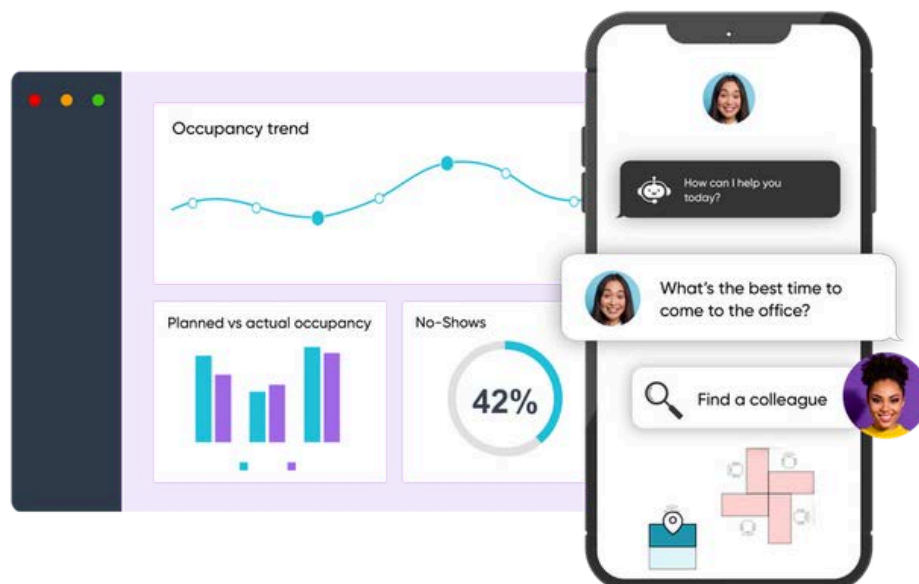
- Optimise hybrid occupancy with an end-to-end, holistic solution for transforming the portfolio towards in-person connection, collaboration and employee experience – while minimising cost and carbon emissions
- Track progress against workplace performance goals to gauge whether you're providing the right type and size of space; whether no-shows, wrong-sized rooms or over-utilisation at peak times are causing disruption; and whether policies and communications are impacting attendance as expected
- Comprehensive platform controlling space supply including building information, CAD floor plans, HR and business unit data and hybrid assignments
- Plan and forecast the hybrid workplace through calculating ratios of fixed assignments versus reservable and work from home employees
- Leverage CAD plans for identifying space types, floorplan layers and square footage / meter calculations
- Save 80% of time and effort spent on maintaining CAD floorplans
- Extend CAD plans for HubStar Connect and HubStar PresenceIQ, creating a single platform to understand, manage and optimise the dynamic hybrid workplace

HubStar PresencelQ

- Measure the performance of your workplace with a hybrid workplace intelligence platform that provides real-time, predictive and prescriptive utilisation analytics
- Enable workplace leaders to make smarter decisions on real estate spending, space design and allocations based upon actual usage
- Patented algorithms automatically unify data from multiple sources – including multiple sensor types, Wi-Fi access points, scheduling systems and badge swipes – into a single source of truth
- Positional Intelligence Engine (PIE) is a patented technology-agnostic means of understanding workplace utilisation through leveraging data from existing Wi-Fi infrastructure – enabling unlimited scalability, including hardware-free options for cost effective, portfolio-wide insight with rapid time-to-value
- Predictive analytics delivers proactive 'push' alerts to stakeholders when user-defined thresholds have been reached; and offers recommendations on the amount, type and size of spaces require, as well as building and floor consolidation suggestions

HubStar Connect

- Book any resource anywhere – rooms, desks, car parking and more
- Manage visitors, catering and other services through a single workflow
- See who is planning to be on site across teams, directorates and cross-department groups
- Eliminate friction in the office with an AI powered conversational app that seamlessly books resources according to team activity and previous booking history
- Create and join on site events that are opportunities to collaborate and drive in person networking
- Interoperable with your existing tech stack – integration with Office 365, Outlook and Teams
- Occupancy data from bookings, integration with badge swipes and passive check in with location-based services



HubStar Hub – Hybrid Occupancy Optimisation

HubStar offers a dynamic workplace platform for optimising hybrid occupancy, providing public sector workplace leaders with an end-to-end, holistic solution for transforming in-person connection, collaboration, and employee experience – while minimising cost and carbon emissions.

Today most organisations are attempting to solve hybrid occupancy challenges using a combination of scheduling, space management and analytics tools to execute their workplace strategy; alongside collaboration, calendar and messaging apps for visit coordination. Yet these tools weren't designed to optimise purposeful attendance, eliminate friction and frustration, nor build and execute occupancy plans that make sense of complex hybrid work patterns. As a result, colleagues waste time searching for the right room or desk and figuring out when their friends will be around.

Meanwhile those responsible for managing underutilisation, floor plans, neighbourhoods and forward planning are flying blind, relying on workarounds, manual updates across multiple systems and attempting to make decisions based on inaccurate, incomplete data.

HubStar Hub solves these challenges by centralising and operationalising data from a single Hub. As a result, public sector property and estates leaders have a comprehensive, current picture of space supply; and the ability to automatically share workplace data – including building information, floor plan data and hybrid assignment data – with HubStar Connect, HubStar PresencelQ or any other application.

With HubStar, scheduling, space planning and analytics are no longer siloed.

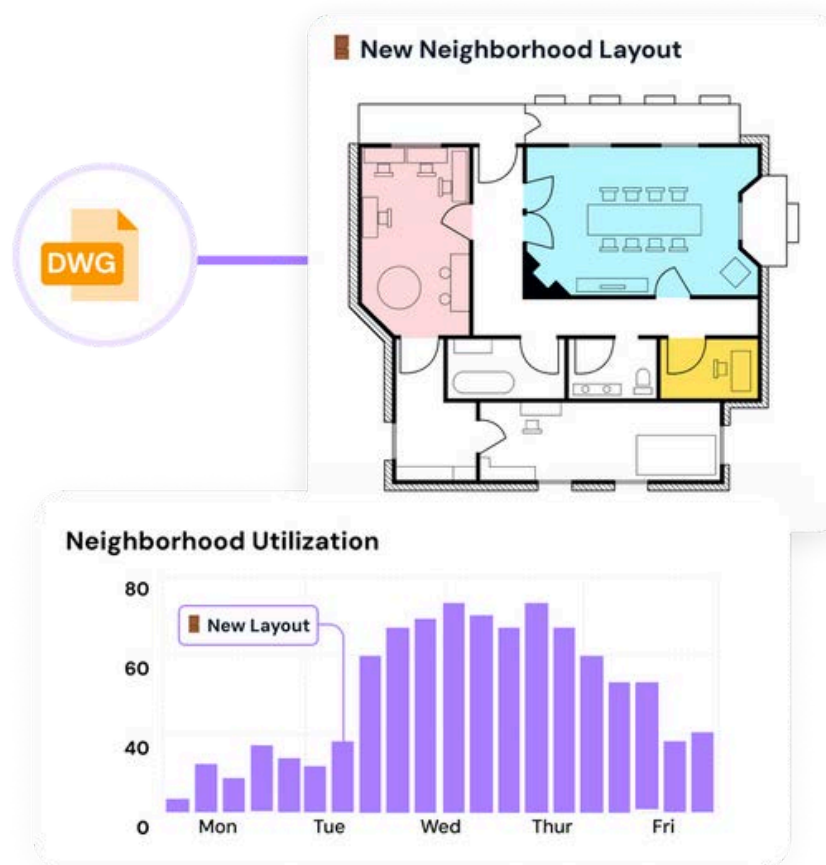
The platform contains advanced tools for developing and executing any hybrid occupancy strategy, including a floor plan editing and publishing suite that reduces floor plan maintenance by up to 80%; and a toolset for managing hybrid worker assignments, hybrid space types, neighbourhoods, and ratio modelling.

Public sector employees benefit from next-generation scheduling capabilities that provide them with decision support, empowering everyone to choose the ideal time to come in based on when their friends will be around, how busy the office will be, or what's happening in the office on any given day – from all hands meetings to yoga classes. If employees would rather let the technology do the work, an AI-powered assistant will find the best time, the best desk or space and book everything for them.

Meanwhile property and estates leaders responsible for governance and administration can advertise the workplace experience, including key events; manage visitors; and rest assured that the system is future-proof due to its adaptability, enabled by a rules and notifications engine that provides out-the-box governance that scales to the most complex deployments with local policy nuances, configurable down to the level of individual resources.

Property and estates leaders who are striving to track progress against performance goals can rely on HubStar Hub's advanced analytics to gauge whether they're providing the right type and size of space; whether no-shows, wrong-sized rooms or over-utilisation at peak times are causing disruption; and whether policies and communications are impacting attendance as expected.

For larger organisations that require utilisation actuals, real-time intelligence and prescriptive, predictive analytics out-the-box, HubStar Hub can be further enhanced when combined with HubStar PresencelQ.

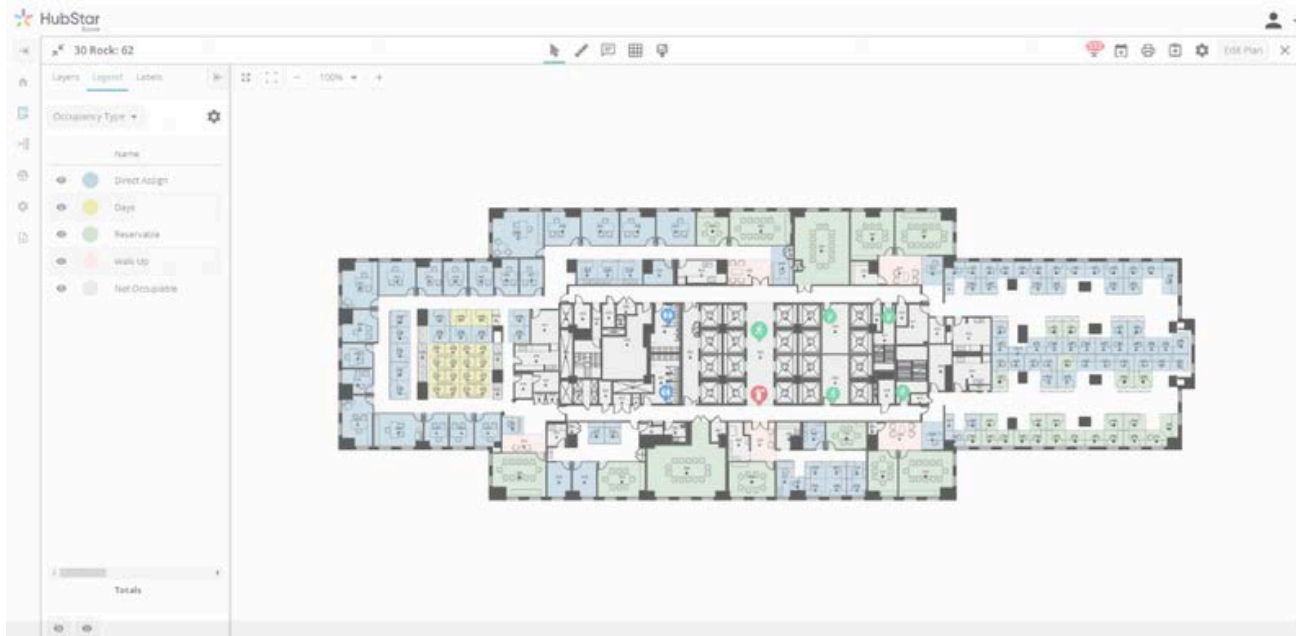


CAD Floorplans as the Foundation

Property and Estates teams can use their CAD floorplans as the foundation for building an effective hybrid workplace strategy. CAD floorplans contain all of the datapoints required to truly understand the supply of space – square footage, space types, layers and attributes can all be leveraged to truly quantify the workspace.

Importing your CAD floorplans into HubStar Hub creates a powerful platform for editing and publishing plans that reduces floor plan maintenance and polylining by up to 80%. Property and estates teams can edit, manage, view and share floorplans without needing an AutoCAD licence. Spaces can be marked, assigned, and allocated at the floorplan level, ensuring consistency and continuity throughout the delivery of your hybrid workplace strategy.

Leveraging CAD floorplans ensures the architecturally sound measurements are used for calculations too. All reporting and analytics regarding allocation by department, zone, use and space type will reference the actual square footage as per the floorplan. This level of detail provides property and estates teams with the accurate measurements required to successfully plan and execute the transition to a hybrid workplace.



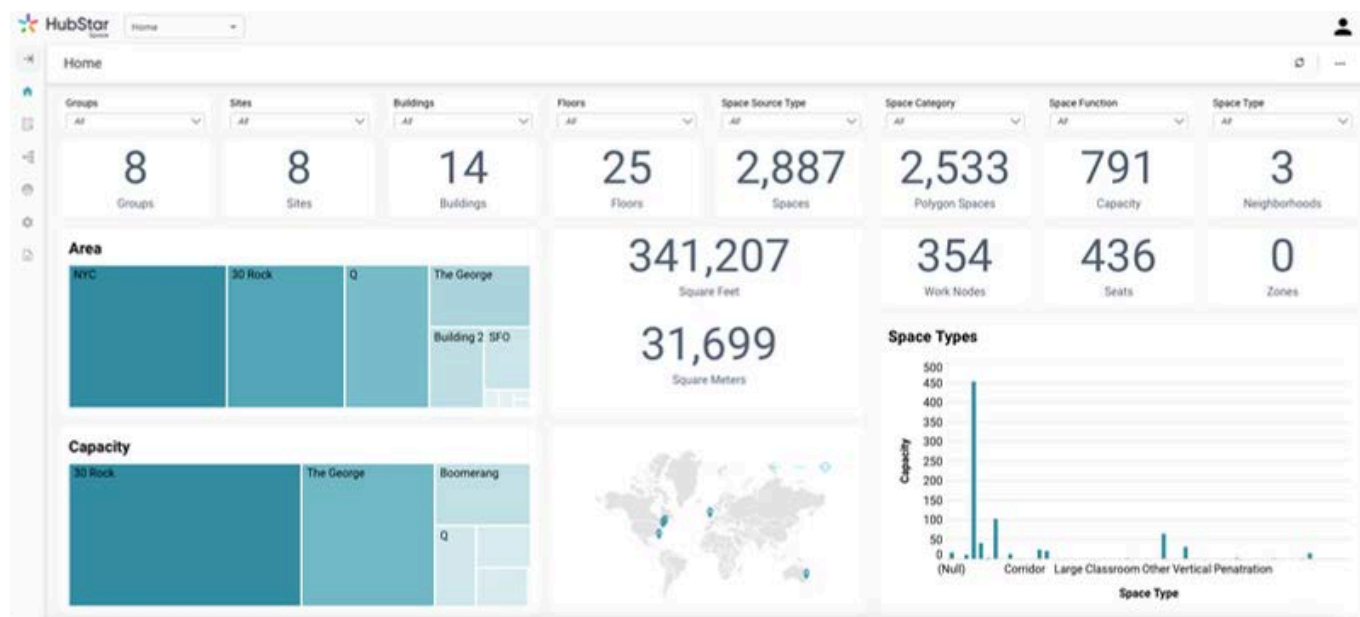
Portfolio-wide View of the Estate

Property and Estates leaders typically have a portfolio covering multiple assets, locations and properties. This data is most likely spread across multiple systems and formats, which creates further challenges when trying to make informed decisions that have significant impacts to the ongoing operations of the organisation.

HubStar Hub can become the platform for all location and building data, incorporating a vast array of data and information points that are consolidated into a single view of the portfolio:

- Building details such as location, asset number, status and configurable attributes
- Rights of use including leased vs owned, building use and lease expiration dates
- Configurable data fields to capture other information points of interest
- Automated measurements of space based upon architecturally sound CAD floorplans
- Calculation of work points and seat capacity
- Key performance indicators such as workplace occupancy, utilisation trends, adherence to RTO policy
- Tracking of fields such as ESG rating for building and other configurable KPIs

Data across the portfolio can be viewed in configurable dashboards showing benchmarking of performance, map GIS views of the estate and other metrics of interest.



Measuring Hybrid Workplace Demand

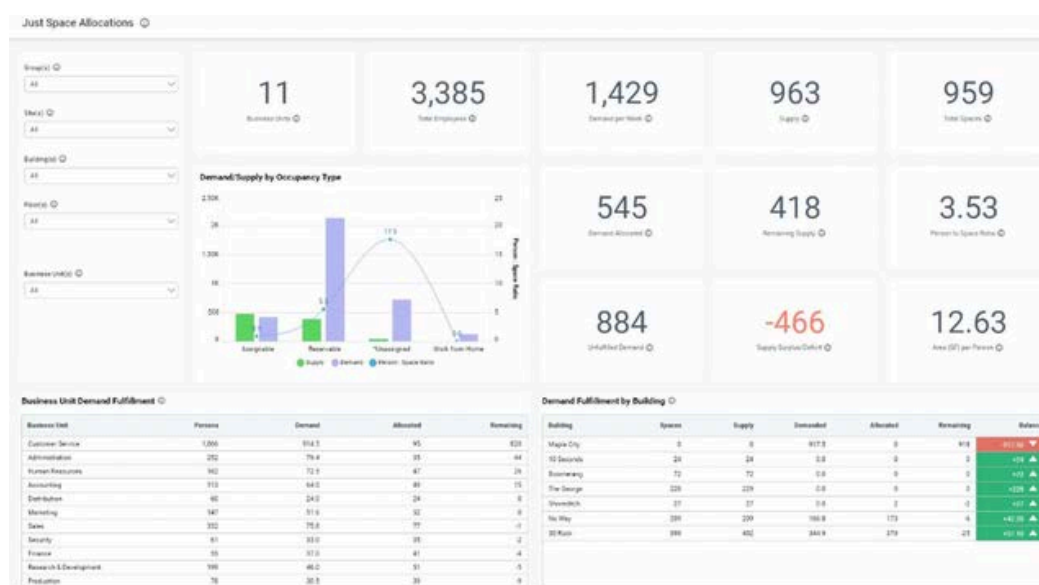
New ways of working have fundamentally changed how the workplace demand is planned and modelled. Previous strategies of fixed assigned seating is no longer required, and any organisation still operating in that way will mark themselves as more costly and less efficient than their peers who embrace hybrid ways of working and consequently seek to refine the workplace.

HubStar Hub provides powerful planning tools that enable property and estates leaders to fully understand the demand of workspace. This is achieved through modelling the numbers of colleagues in the organisation, and providing occupancy types based upon their role, department, or directorate. This allows planning to focus on the requirement of these resources – are the fixed assigned, working on a rota, or working from home? These calculations will fundamentally shape the demand for space and will be constantly changing as the organisation adapts its hybrid working policies.

Using HubStar Hub's powerful planning capacities, property and estates leaders can now:

- Integrate with HR systems to incorporate people and business unit data
- Manage hybrid worker assignments based upon their department, team or directorate
- Understand and calculate space demand by taking into consideration fixed assigned versus work from home and rota assignments
- Calculate flex ratios to model current and future space demand
- Explore how hybrid working policy changes may affect workspace requirements
- Define hybrid space types and apply these on a department neighbourhood

Plan and execute your hybrid workplace strategy by understanding the demand of space with HubStar Hub.

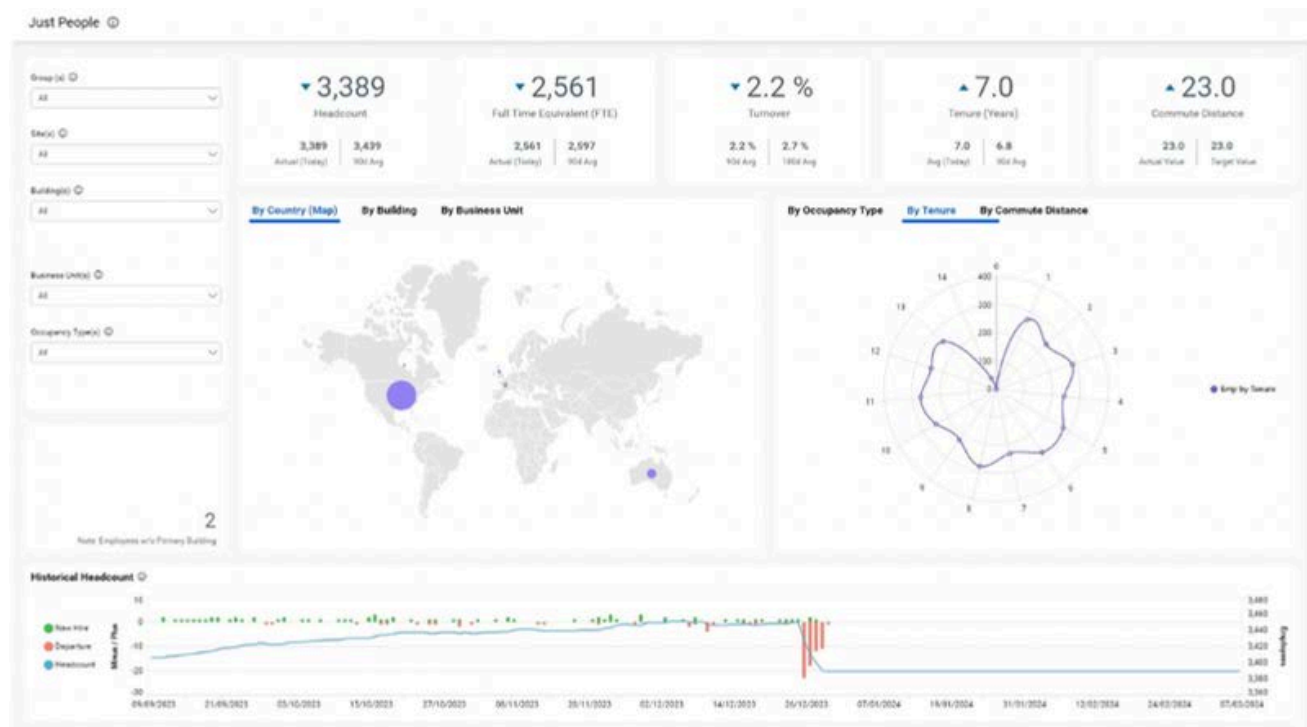


Incorporating People and Business Unit Data

Through integrating with your HR platform, HubStar Hub can become the hub for headcount forecasting to plan and adapt to the future requirements for hybrid working. Business unit data such as department, directorate and team can be imported into HubStar Hub and combined with the property and workplace data to provide a property and estates focused view of people. Interactive dashboards provide insight and tools into historical and forecasted headcount, providing property and estates teams the tool to be proactively planning for future changes in the workplace supply or people demand.

HubStar Hub enables property and estates leaders to:

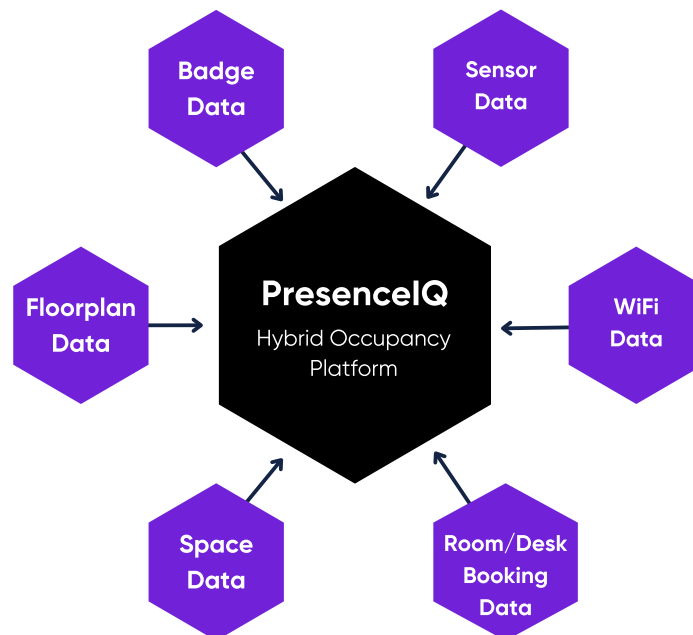
- Leverage imported HR and business unit data to provide a property and workplace focused view of space demand
- Understand and forecast future space demand
- Develop and plan strategies for any changes in workplace supply
- Model any changes that could impact workplace such as RTO policies
- Visualise sharing ratios by department, team or directorate
- Incorporate occupancy and utilisation into the benchmarking (requires HubStar PresenceIQ)



Extend your Hybrid Optimisation Platform with HubStar PresencelQ

HubStar Hub goes hand in glove with HubStar PresencelQ to provide a complete understanding of the demand and supply of space. HubStar PresencelQ is a hybrid workplace intelligence platform that provides real-time, predictive, and prescriptive utilisation analytics, to help public sector workplace leaders make smarter decisions on estate investment and workspace design. Rather than wading through disparate, incomplete, or unreliable datasets to get a clear, holistic picture of occupancy across your entire portfolio, HubStar PresencelQ delivers next-generation insights out-the-box.

Eliminate data headaches with HubStar PresencelQ's patented algorithms that automatically unify data from multiple sources – including sensors, Wi-Fi, scheduling, and badge swipes – into a single source of truth:



Provide property and estates teams with aggregated utilisation data and guided analytics for data-driven decision making:

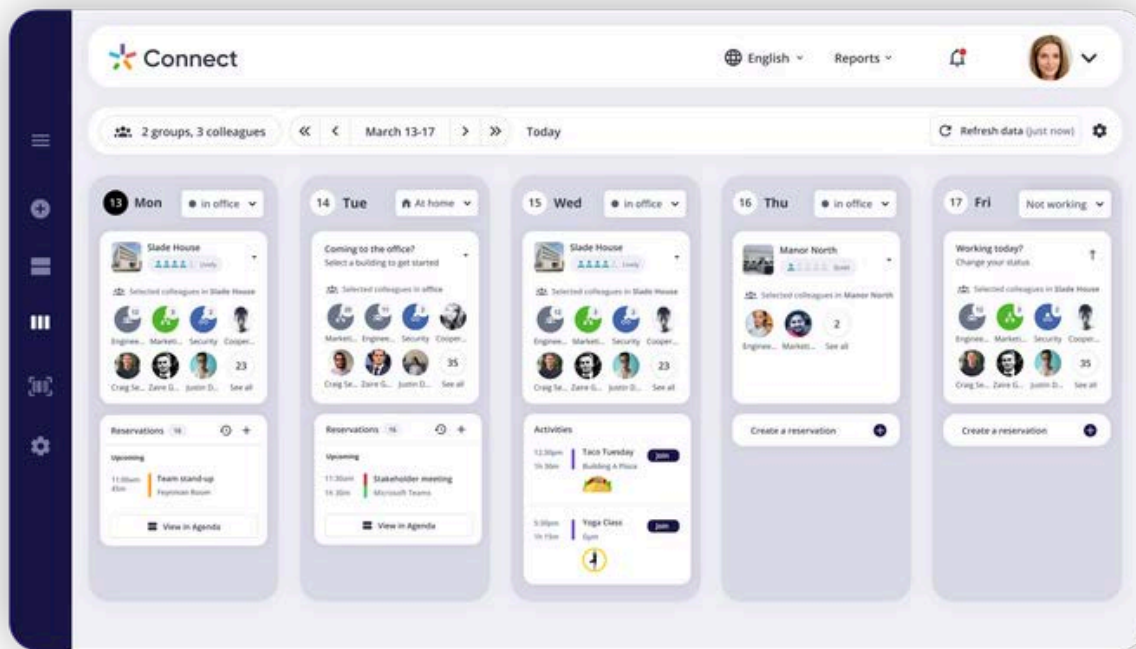
Aggregate: consolidate multiple utilisation data sources across the portfolio into a single source of truth

Assess: descriptive, prescriptive and predictive analytics deliver detailed and interactive insights into workplace performance

Act: empower public sector leaders to act quickly and decisively based upon how the property and estate is actually being used to reduce cost and carbon footprint

Enable People Centric Workplaces with HubStar Connect

HubStar Hub is interoperable with HubStar Connect, a next-generation scheduling solution for boosting purposeful attendance, collaboration, and social connection in the public sector workplace. CAD floorplans from Hub are incorporated into all end user apps for booking and collaborating on site. Occupancy data is shared with HubStar Hub further completing the picture on how the public sector workplace is performing.



HubStar Connect provides every employee with a decision support toolkit that empowers them to choose when to go in, whom to meet and where to go – by making it easy to see when their friends will be around, what's happening in the office and how busy it will be on any given day. People centric tools enable all users to access and manage a wide range of workplace resources using a suite of apps and integrations. Managers can arrange get-togethers and team-building events purposefully and intentionally, creating moments that matter.

- Multi-resource booking capability (desks, rooms, lockers, parking, etc)
- Provide employees with instant decision support on the best days to come into the office driven by a people-centric approach.
- Create the optimum conditions to spark productivity, creativity, mentorship, and a culture of community.
- Build team camaraderie by showcasing key office events and amenities.
- Configurable booking rules and notifications with over 100 delivered out-the-box.
- Outlook and Teams calendar connectors.

Integration Options

HubStar Hub is interoperable with the public sector technology stack. Enable integrations with your existing technologies to provide a single source of occupancy data from across the property portfolio.

HR Integrations

HubStar Hub integrates with all HR systems to pull through HR and business unit data on a regular cadence. This is achieved using the API.

Native CAD Floorplan Viewer

HubStar Hub incorporates a native CAD viewer, enabling property and estate teams to view and edit metadata in the floorplan without needing AutoCAD. Simply import the DWG floorplans using a simple tool. Fast and efficient polylining in HubStar Hub reduces floor plan editing and publishing maintenance by up to 80%.

Data Export Integrations

The API of HubStar PresencelQ can be used to interface the platform with other technologies and systems as appropriate, providing maximum interoperability:

- Tableau
- PowerBI
- Oracle Business Intelligence
- CSV export

Integration with HubStar PresencelQ

HubStar Hub CAD floorplans are interoperable with HubStar PresencelQ. Furthermore occupancy data recorded in HubStar PresencelQ is leveraged in the planning capabilities of HubStar Hub.

Integration with HubStar Connect

HubStar Hub CAD floorplans are interoperable with HubStar Connect for room and desk booking. CAD floorplans are accessible in all end user applications. Booking data can be incorporated into the planning dashboards in HubStar Hub.

Professional Services

The HubStar Professional Services team will manage all aspects of the implementation. A consultancy driven approach will ensure that the workflow, rules, and settings will be configured according to the organisational requirements. All customers will also be allocated a Customer Success Manager, who will continue to provide additional value throughout the duration of the software contract.

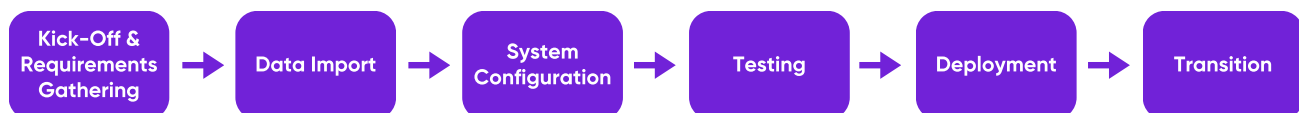
There are several packages of implementation services, depending upon the scope and scale of the proposed implementation. Packages will incorporate the following deliverables:

- Project management throughout the implementation
- Consultancy relating to business rules and processes
- Technical resourcing for integrations
- Templates for data gathering, business rules and processes
- Configuration of the platform based upon customer data
- Weekly calls to review progress
- Admin training sessions and end user training where appropriate
- UAT and go live assistance
- Documentation and knowledge base articles
- Dedicated customer success manager

The implementation services package and cost will depend upon the scope and scale of the project.

Implementation Approach and Onboarding

HubStar employs a standard methodology across all projects. The HubStar methodology is scalable by design to deliver success for projects of any size.



The table below defines key activities and ownership.

Phase	Activity	Owner
Ongoing	Project Management	Joint
Kick-Off	Requirements Gathering	Joint
	Review Data Import Templates	Joint
Data Import	Upload Floorplans	HubStar
	Upload Data Import Templates	HubStar
System Build	Configure Client Environment	HubStar
	System Integrations	HubStar
Testing	Training	Joint
	User Acceptance Testing	Joint
Transition	Go-Live	Joint

Project Kick-Off

A project kick-off will be held to review the goals/objectives for the project and to finalise the project plan.

Requirements Gathering

The requirements gathering session will cover HubStar's standard rules, notifications, hierarchies, reports and Client's specific requirements. System refresher and standards:

- Space Inventory
 - Portfolio Hierarchy
 - Space Types, Functions, Status, Grade Level
 - HR – Employee Types, Status, Grade Level
- Desk Booking
 - Forms
 - Booking Notifications/ Rules
 - Desk Attributes
- Room Booking
 - Forms
 - Booking Notifications/Rules
 - Room Attributes
- Advanced Services (if applicable)
 - Catering
 - AV/IT
 - Room Layouts
- User Groups

Data Gathering

Client will supply the following types of data (as required) in HubStar provided excel templates:

- HR Data/Business Unit Data
- Space Assignments
- Space Attributes

HubStar supports multiple floorplan file formats. Floorplans will be provided in the specified formats below for upload via the HubStar floorplan importer tool:

- DWG floorplans (preferred)
- High Resolution Image-File

Offboarding

At the end of the subscription term, HubStar can make available all data within the system as a CSV export. This will need to be requested by raising a support ticket. The lead-time for providing this data will be 1 – 2 weeks. When the contract has been terminated, and the data requested by the customer has been provided, the instance of HubStar Hub will be deleted and all customer data will be destroyed in accordance with our ISMS processes for the deletion of confidential data.

UK Hosted Infrastructure

HubStar Hub is hosted in the UK, using Amazon Web Services as the cloud hosted services provider. The database will be domiciled in the UK and all customer data will remain in the UK. The HubStar hosting infrastructure includes the following as standard:

- ISO 27001 Certified
- SOC 2 Type 2 Certified
- GDPR Compliant
- Data Encryption in transit and at rest
- 24/7 Monitoring
- Least Privilege
- Anti-DDoS
- Annual Penetration Tests
- Daily Backups
- Disaster Recovery Sites
- Multiple Availability Zones
- Auto Scaling Servers and Storage
- Load Balanced
- Auto Fail Over and DR
- AI Monitoring Bots

Maintenance and Support

HubStar Systems Limited operate a UK based support and helpdesk team. Access to the support team is included in the software subscriptions. Application support is provided Monday to Friday UK hours between 9:00 and 17:30 by telephone and email. Users can also log issues 24/7 on our Helpdesk portal. The response time is dependent on the type of risk.

Online Support Portal

- 24/7 support ticket entry via Zendesk
- Training guides
- How to videos
- FAQs

HubStar will respond to Support requests from the Customer as soon as reasonably possible with a target of not more than 4 hours of receiving a request via the Support Help Desk Number or Support Email during Business Hours.

HubStar Certifications and Security

HubStar Systems limited (formerly known as Smartway2 Limited) has been awarded the ISO 27001 certification for information security and the ISO 9001 certification for quality management, as well as SOC 2 Type 2. HubStar Systems Limited, our platform and processes are regularly tested by a UKAS approved third party. As a data processor our data is hosted in the UK, and we ensure all suppliers and sub-processors are compliant with GDPR regulations.



HubStar Group Sustainability Report

We are pleased to publish a sustainability report, which sets out HubStar's approach to align with the UN Environmental Sustainability Goals and covers our related progress. A copy of this report can be found on our website:

<https://www.hubstar.com/about-us/>

HubStar Social Values

Fighting climate change

Buildings account for 37% of global carbon emissions [Source: UN 2022 Global Status Report for Buildings and Construction] and approximately half of commercial real estate is underutilised. HubStar helps improve utilisation by up to 30% and reduce annual carbon emissions by 270kg per desk, by identifying which spaces across the office real estate portfolio are underutilised; and by identifying opportunities to reduce energy consumption by 'soft closing' zones, floors or buildings, sometimes on specific days of the week where attendance is low.

By leveraging HubStar's scheduling capabilities to match employees with the most efficient spaces, organisations can influence the flow of people in order to reduce enable soft closing or repurposing of space, to support decarbonisation goals, while improving workplace experience.

HubStar's ability to predict occupancy also support waste reduction efforts in other areas, for example ordering the correct amount of food on any given day for the cafeteria.

Tackling economic equality

HubStar supports employers to build learning cultures that foster education, skills development and training, by 'advertising' learning events to attract attendance, providing the ability to measure attendance and by ensuring learning happens in environments that are conducive to success.

Equal opportunity

Research studies consistently show that women and minorities are negatively impacted by lack of work flexibility more than anyone else. HubStar's ability to enable hybrid working and empower organisations to move beyond rigid mandates supports equal opportunity goals.

Those who are responsible for caring for others, those who live further away from city centres and those who suffer from disabilities can achieve greater flexibility by using HubStar to determine when they should come into the office; as well as using the technology to find an appropriate space that caters to their individual requirements.

Wellbeing

Loneliness is now considered a greater threat to health than smoking or alcohol, while numerous studies by organisations like Gallup find that work is typically the greatest source of friendship; while having a friend at work improves performance, productivity and health.

HubStar helps organisations rebuild social connection by making it easy to find friends and arrange in-person meet-ups, whether team get-togethers or social events. HubStar also provides data to inform the re-design of spaces that better support collaboration and socialising.

As well as helping to foster friendships by bringing people together face-to-face, HubStar enables regular contact with 'weak ties' that have been shown to improve mental health and wellbeing.

Wellbeing is further supported by managing hybrid occupancy to ensure the appropriate level of social 'buzz', in order that the experience of visiting the office is worthwhile and revitalising; or for those who visit for quiet focus time, meets that requirement effectively.